



Certified Firm

CERTIFIED FIRM

2011

be it known that:

THE HITCHCOCK GROUP

Is registered with the INSTITUTE OF INSPECTION, CLEANING, AND RESTORATION CERTIFICATION, and has pledged to implement an advanced training program and a course of study leading to the certification of all On-Location Operators actively engaged in providing services to the consumer in cleaning and restoration and has pledged its support in establishing and maintaining a professional attitude in the conduct of its daily business at all times and providing the consumer with the highest degree of professionalism possible.

Patrick Winters, IICRC President

Paul Pearce, Chairman of the Board

Company Number 65860

Valid Through 12-31-2011

IICRC CONSUMER COMMITMENT

THIS IICRC CERTIFIED FIRM AGREES TO:

Establish and maintain professionalism when conducting business and to uphold honesty, integrity and competency in all dealings with consumers.

Have an IICRC Certified Technician present on all job sites, or will immediately notify the consumer if there is not a Technician on site certified in the category of work to be performed.

Have an IICRC Technician certified in all categories of services that the firm is marketing to consumers.

Maintain a written customer complaint procedure and respond to those complaints in a timely fashion. In case of unresolved complaints engage in arbitration and accept those conclusions.

Carry adequate insurance coverage at all times to protect consumers.

Maintain all required or appropriate licenses, permits and bonds.

Seek, provide and promote training and continuing education in the firm to enhance technician proficiency.

Avoid false or deceptive advertising or marketing including the use of misleading price information, and will provide consumers with accurate information regarding prices, services and products.

